

Section 5

Implementation Plan

Overview

NITC Vision Statement and Mission Statements:

"Promote the use of information technology in education, health care, economic development, and all levels of government services to improve the quality of life of all Nebraskans."

"The mission of the Nebraska Information Technology Commission is to make the State of Nebraska's information technology infrastructure more accessible and responsive to the needs of its citizens, regardless of location, while making investments in government, education, health care and other services more efficient and cost effective."

These two statements, amplified by the goals and priorities listed in Section 1 of the Statewide Technology Plan, provide the direction for information technology investments in the state. Translating these high-level strategic concepts into actual accomplishments requires effective procedures and tactical steps. Sections 2 to 4 of the Statewide Technology Plan lays out the procedures:

- Section 2: coordinating information technology advisory groups
- Section 3: preparing technical infrastructure standards and guidelines
- Section 4: establishing principles for planning and project management

Section 5 is the implementation plan. It presents the tactical component of the Statewide Technology Plan and proposes specific activities, which the NITC believes will bring real progress toward achieving the state's vision and goals. As tactics, the activities presented here are a non-exclusive list of ways to move forward. This list is non-exclusive, because the NITC has neither the responsibility nor the resources to assemble and guide a fully comprehensive set of efforts undertaken by all agencies, institutions, and entities in the state that will bring the Statewide Technology Plan closer to reality. The action items in Section 5 are those for which the NITC accepts some degree of shared ownership or special interest. In particular, the action items will

guide the work of the three NITC councils and the Technical Panel.

The specific action items included in Section 5 represent the collective advice of the Community Council, Education Council, State Government Council, and Technical Panel. Other information technology advisory groups also had an opportunity to submit action items for consideration.

The NITC intends for Section 5 to be a dynamic document. The NITC will monitor progress of its implementation plan at each meeting. It will also review proposals for new action items or other changes on a continuing basis, using the procedures set forth in Section 2.

This version of the Statewide Technology Plan organizes the action items by councils. A list of action items follows:

Community Council Action Items

- Telehealth Reimbursement and Licensure
- Technical Assistance Center for Telehealth
- Telehealth Standards
- IT Needs of Entrepreneurs and Small Businesses
- Information Technology Clearinghouse
- Rural and Community IT Development
- Local Government IT Needs

Education Council Action Items

- Statewide Video Standard
- Adequate Rural Bandwidth
- Statewide Educational Technology Appropriation
- Role of Technology in Standards
- Synchronous and Asynchronous Instructional Methods

State Government Council Action Items

- E-Government to Business Initiative
- E-Government to Citizens Initiative
- Develop Technical Standards, Guidelines and Best Practices
- Funding for Enterprise Projects and Infrastructure
- Directory Services and E-mail
- IT Training
- Technical Forums
- Improved Planning Process
- Improved Project Management
- Evaluation of Future Technology Issues
- Security Policies
- Privacy Policies

Technical Panel Action Items

- Develop Enterprise Architecture

Additional information on these action items is given in the following pages.

Action Items

Community Council Action Items

1. Telehealth Reimbursement and Licensure

Address the issues of telehealth reimbursement and licensure by providing insurance companies, telehealth providers, and policy makers with information on these issues.

Lead: Telehealth Subcommittee

Time Frame: Beginning June, 2001

2. Technical Assistance Center for Telehealth

Explore the feasibility of establishing setting up a Technical Assistance Center for Telehealth. A virtual technical assistance center could provide technical assistance to telehealth providers. The Technical Assistance Center could be a virtual call center or could be Web-based with a bulletin board and best practices. An e-mail discussion list might also be useful to link telehealth providers in the state.

Lead: Telehealth Subcommittee

Time Frame: Beginning September, 2001

3. Telehealth Standards

Make recommendations to the Technical Panel regarding telehealth standards and compatibility issues.

Lead: Telehealth Subcommittee

Time Frame: Beginning June, 2001

4. Rural and Community IT Development

Address the information technology planning needs of Nebraska's communities, by:

- Inventorying and assessing current programs and strategies that address community IT leadership and planning, intellectual infrastructure, and telecommunications infrastructure in communities.

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- Identifying specific gaps, duplication and collaborative opportunities regarding information technology needs in communities, including community IT Leadership and planning, intellectual infrastructure, and telecommunications infrastructure.
- Making recommendations regarding program development.
- Inventorying community-based IT planning groups in the state.
- Working with the Technologies Across Nebraska initiative to review, make recommendations, and develop information technology toolkit resources for communities.
- Conducting a series of meetings with members of community IT committees to review to solicit feedback.
- Making action item and policy recommendations to the Community Council and the NITC by September 30, 2001.

Lead: Rural and Community IT Development Planning Group

Time Frame: May – September, 2001

5. IT Needs of Entrepreneurs and Small Businesses

Address the IT needs of entrepreneurs and small businesses by:

- Inventorying and assessing current programs which serve entrepreneurs and small businesses.
- Working with the Technologies Across Nebraska initiative to review, make recommendations, and develop an IT resource guide for small businesses and entrepreneurs.

Lead: Community Council and Technologies Across Nebraska initiative

Time Frame: After September 30, 2001

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6. Information Technology Clearinghouse

Continue to develop, within the NITC Web site, a clearinghouse service to provide convenient access to information about information technology.

Lead: Community Council, Local Government Subcommittee, Telehealth Subcommittee, and Rural and Community Technology Planning Group

Time Frame: Ongoing

7. Local Government IT Needs

Address local government IT needs by:

- Reviewing and evaluating information technology policy implications for local governments.
- Identifying and developing toolkit resources for local governments, including sample IT plans, sample inter-local agreements, best practices, and case studies.
- Identifying the implications of LB 827 and developing information resources to help local governments utilize the tools this bill offers communities.
- Developing local government policies and procedures that would
 - Reduce duplication of effort;
 - Ensure appropriate compatibility of equipment and software both within a political jurisdiction and between other jurisdictions;
 - Establish adequate and meaningful planning; and
 - Establish uniform public policies and procedures which promote uniformity, resource sharing, standards and guidelines, support services, training, and cooperative development of geographic information systems.

Lead: Local Government IT Subcommittee

Time Frame: Beginning June, 2001

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Education Council Action Items

1. Statewide Video Standard

The Education Council will assist in developing and implementing the statewide video standards for distance learning including a migration path and cost analysis. A coordinated, planned deployment of technology investment across the state's distance learning systems is needed to address interactive distance learning and new technology solutions.

Lead: Policies, Procedures, Planning Subcommittee

Time Frame: 3rd Quarter, 2001-4th Quarter, 2001

2. Adequate Rural Bandwidth

The Education Council will support strategies that ensure that adequate bandwidth is being provided to the rural areas of the state so as to provide access to the same educational experiences, regardless of location. The Education Council will emphasize the needs of the rural areas, including IP-centric applications, during NETCOM transport deployment and investigate application development that supports synchronous, asynchronous distance education as well as voice/video/data transfer.

Lead: Policies, Procedures, Planning Subcommittee

Time Frame: 3rd Quarter, 2001-1st Quarter, 2002

3. Statewide Educational Technology Appropriation

The Education Council will pursue a statewide appropriation for building future educational potential and subsidizing core infrastructure needs. As K-12 and higher education have continued to invest in educational telecommunications for basic systems processes and educational outreach, technology costs have continued to grow. The amount of funding needed exceeds the amount that can be reallocated through existing appropriations. As institutions reach the saturation point for administrative and student computing, lease-purchase options would stabilize funding needs.

Lead: Policies, Procedures, Planning Subcommittee

Time Frame: 1st Quarter, 2002

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4. Role of Technology in Standards

The Education Council will recommend the appropriate role for technology in future statewide standards and/or proficiencies and the part it plays in certification/re-certification. Twenty-six of 50 states are reported to have certification and/or re-certification requirements in instructional technology. Nebraska has chosen to recognize technology skills for teachers as proficiencies and are not required for certification or for most appraisals making skill development quite voluntary and unmeasured.

Lead: Special Task Group as assigned by the Co-Chairs

Time Frame: 3rd Quarter, 2001 - ongoing

5. Synchronous and Asynchronous Instructional Methods

The Education Council will encourage the development of new instructional methods and resources for synchronous and asynchronous instruction. Both K-12 and higher education are going through a period of rapid development and creation of new learning opportunities using interactive and Web-based courses. By encouraging funds for workshops and promoting training opportunities, the Council will enhance the quality of distance education offered in the state.

Lead: Training Advisory Work Group

Time Frame: 3rd Quarter, 2001 - ongoing

State Government Council Action Items

1. E-Government to Business Initiative

The NITC adopted the e-government strategic plan in November 2000. Governor Johanns endorsed the strategic plan and directed that an initial focus be placed on the interaction between government and businesses. The Business Portal Action Plan was developed to guide that effort. This action item will involve the continued implementation of that plan. (A copy is available at: <http://www.nitc.state.ne.us/sgc/> and includes a complete list of short and long term action items.)

Lead: Business Portal Work Group

Time Frame: Short-term action items - 3rd Quarter 2001

Long-term action items - 2nd Quarter 2003

2. E-Government to Citizens Initiative

Building on the business initiative, develop and implement an action plan to provide electronic services to citizens.

Lead: Work Group to be formed

Time Frame: Beginning 2nd Quarter 2002

3. Develop Technical Standards, Guidelines, and Best Practices

The State Government Council will prepare standards, guidelines, and best practices for a technical architecture for state government. The State Government Council will work with the Technical Panel to develop these standards and guidelines.

Lead: State Government Council work group to be created.

Time Frame: 3rd Quarter 2001 - 4th Quarter 2002 (ongoing)

4. Funding for Enterprise Projects and Infrastructure

Review and make recommendation on funding for enterprise projects and infrastructure development.

Lead: Chief Information Officer

Time Frame: Ongoing

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5. Directory Services and E-mail

These service areas both have important enterprise impacts for state government. Work should continue to improve collaboration among agencies on these to ensure efficient and effective utilization of these services. The State Government Council will continue to develop and recommend technical standards and/or guidelines for state government directory services and e-mail.

Lead: Directory Services Work Group and E-mail Work Group / Rick Becker

Time Frame:

- **Directory Services**

Short-term Action: Windows 2000 Active Directory - 2nd Quarter 2001.

Long-term Action: Issues relating to an enterprise directory - 4th Quarter 2001

- **E-mail**

Review standards: 4th Quarter 2001

6. IT Training

The State Government Council will continue to identify and pursue opportunities for IT related training for state government IT professionals and users. One area of focus should be on project management training.

Lead: Work group to be formed

Time Frame: To be determined

7. Technical Forums

The State Government Council should continue to support the sharing of information among agencies through technical forums and work shops.

Lead: To be determined

Time Frame: To be determined

8. Improved Planning Process

Continue to improve the information technology planning process for state agencies. The State Government Council will review, and revise as appropriate, the planning documents utilized by agencies, including: agency comprehensive information technology plans and agency project proposal forms for budget request.

Lead: Office of the CIO

Time Frame: 3rd Quarter 2001

9. Improved Project Management

The State Government Council will continue to provide guidance to agencies on best practices for project management. Areas of focus should include: management of IT related projects; measuring results; preparing project closure reports; and recommendations for a certification process for project managers.

Lead: Chief Information Officer

Time Frame: 4th Quarter 2001

10. Evaluation of Future Technology Issues

The State Government Council will develop best practices in IT planning for agencies with respect to evaluating existing IT systems, including the costs and risks. The State Government Council will also examine ways to better review and analyze issues related to emerging technologies.

Lead: Chief Information Officer

Time Frame: Ongoing

11. Security Policies

In January 2001, the NITC adopted the security policies developed by the Technical Panel's Security Architecture Work Group. These policies, guidelines, and best practices are intended to provide a framework for a secure computing environment, with a focus on state government. The State Government Council, in coordination with the Technical Panel, will work to implement these policies in state government.

Lead: To be determined

Time Frame: To be determined

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12. Privacy Policies

Develop information technology related privacy standards, guidelines, and best practices for state government. This action item to include federal HIPAA requirements.

Lead: To be determined

Time Frame: To be determined

Technical Panel Action Items

Develop Enterprise Architecture

The Technical Panel is responsible for developing recommendations regarding the various technical architectures contained in Section 3 of the Statewide Technology Plan. Activities include the development of policies, standards, guidelines, and best practices.

Architecture	Lead	Actions/ Time Frame
Applications Architecture	To be determined	To be determined
Assistive Technology Architecture	Assistive Technology Work Group	Policies under development
Groupware Architecture	State Government Council -- E-Mail Work Group	Review standards and guidelines for state government -- 4th Quarter 2001
	State Government Council -- Directory Services Work Group	Develop standards and guidelines for state government -- 4th Quarter 2001
Data and Information Architecture	GIS Steering Committee	GIS related standards and guidelines in development
E-Government Architecture	E-Government Architecture Work Group	Standards and guidelines in development.

Hardware Platform Architecture	IMServices	Guidelines published with respect to the NIS Project. Additional standards and guidelines to be developed
Network Architecture	Network Architecture Work Group	Transport related issues part of NETCOM Project. Other standards and guidelines to be developed
Security Architecture	Security Architecture Work Group	Policies adopted by the NITC – January 2001
Systems Management Architecture	To be determined	To be determined
Video Architecture	Video Standards Work Group	Standards and guidelines in development.